

Formal complaint(s) against Code of Ethics and Conduct received by Gymnastics Canada (GymCan)\*

\*Individuals are responsible for providing as much detail as possible about the alleged conduct, including: date, time, location of the incident(s), names, details of what occurred, witnesses, actions taken (if any), and copies of any relevant documents. All complaints should be submitted to the Director, Safe Sport, unless direct submission to the Chief Executive Officer is required.



## Gymnastics Canada Complaint Management Process

Complaint is reviewed by GymCan  
Director of Safe Sport to:

1) Verify the club, provincial, or national jurisdiction for complaint management and response. If the complaint does not fall within national jurisdiction, the Complainant will be re-directed back to the club or province.

2) Ensure the complaint contains sufficient information to proceed. This includes, but is not limited to, adequate description of content and context of alleged misconduct, content evaluation, and verification against relevant GymCan policies.\*

3) The GymCan Director of Safe Sport liaises with the person(s) who filed the complaint (now called the Complainant) to obtain further information related to the alleged misconduct, if necessary.

\*The purpose of the step above is to ensure the complaint is fulsome and constitutes a potential violation of the Code of Ethics and Conduct. If a submitted concern meets the threshold for a potential Code of Conduct violation and contains all required information upon reception by the Director, Safe Sport, or Chief Executive Officer, GymCan may use its discretion to submit the complaint directly to the GymCan Harassment Officer/Case Manager for independent review.

Complaint is assessed and vetted by an independent GymCan Harassment Officer/Case Manager who has expertise in athlete welfare and safety, and legal or other relevant experts if necessary, to determine next steps\*

\*Each situation is unique, but a number of factors are consistently considered in the evaluation of a complaint. These can include but are not limited to: the nature and extent of the complaint or allegations, and broader concern for the health, safety, and well-being of participants in the gymnastics community.

Report to appropriate law enforcement and/or child welfare authorities, if warranted.

Following review, it may be determined that the allegation(s) are sufficiently serious to warrant a temporary suspension of the individual who engaged in alleged misconduct (now called Respondent) by GymCan, pending investigation of the complaint.

When appropriate, the GymCan Harassment Officer/Case Manager will engage in mediation and/or education with the Respondent to address the complaint(s)\*

\*Determined by Harassment Officer/Case Manager based on severity of allegations following review and vetting of the complaint.

GymCan Harassment Officer/Case Manager conducts investigation.

OR

Hired third-party investigator conducts investigation.

At this point in time, GymCan steps back and the next steps are conducted by the GymCan Harassment Officer/Case Manager and/or third-party investigator

Investigator contacts the Complainant and informs them of the steps of the investigative process, including, what the investigation will cover, advise them on preparation of any additional documents that could or should be submitted, and provide a copy of relevant policies.

Investigator contacts the Respondent and informs them of the steps of the investigative process, including, what the investigation will cover, advise them on preparation of any additional documents that could or should be submitted, and provide a copy of relevant policies, as well as, a verbal or written summary of the allegations against him/her.

The investigation is conducted. The Complainant and relevant witnesses, as well as, the Respondent and relevant witnesses are interviewed. Additional relevant documents may be collected, if warranted.\*

\*The investigator will advise the Complainant, Respondent, and any witnesses that they are **NOT** to discuss the complaint, incident, investigation, or their testimony with others unless necessary to obtain legal advice with respect to any legal issues.

Investigator reviews the interviews, documents any inconsistencies, and compiles a Report taking into consideration all of the information made available to all parties. A finding of fact against the GymCan Code of Ethics and Conduct and/or Abuse, Maltreatment and Discrimination policies is documented at this time.



